



**DECLARATION FOR UTILITY OR
DESIGN PATENT APPLICATION**
(37 C.F.R. §1.63)

☐ Declaration
Submitted
with Initial
Filing

☐ Declaration
Submitted after
Initial Filing
(surcharge (37 C.F.R.
1.16(e)) required)

Attorney Docket No.: WHPJ3002

First Named Inventor: Caseau, Yves Jean

COMPLETE IF KNOWN

Application No.: 10/656,577

Filing Date: 09/04/2003

Art Unit: 2661

Examiner Name: N/A

I hereby declare that:

Each inventor's residence, mailing address and citizenship are as stated below next to their name.

I believe the inventor(s) named below to be the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

DECLARATIVE ACD ROUTING WITH SERVICE LEVEL OPTIMIZATION

the specification of which

☐ is filed herewith;

☒ was filed on (MM/DD/YYYY) 09/04/2003 as United States
Application Number or PCT International Application Number 10/656,577
and was amended on (MM/DD/YYYY) _____ (if applicable).

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment(s) referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 C.F.R. 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. §119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeders's rights certificates(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached?	
				Yes	No

☐ Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto:

YC

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true, and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under §1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

NAME OF SOLE OR FIRST INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor.					
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YC